

	THE CITY OF KEY WEST Job Description	Union, Non-Exempt Position	
		DATE OF REVISION	10/01/05
POSITION	TELECOMMUNICATOR II	MIN. HOURLY WAGE	\$18.0202
DEPARTMENT	Police (21-01-521)		
JOB CODE	42660	GRADE	G29

PHYSICAL LOCATION:

- 1604 N. Roosevelt Blvd, Key West (Police Headquarters)

REPORTING RESPONSIBILITIES:

- Communications Division Supervisor or Designee

GENERAL FUNCTIONS:

- The Telecommunicator II receives incoming telephone calls into the Police Department; determines the nature of the call and either forwards or refers the caller to the appropriate recipient or deploys the appropriate personnel/equipment to respond to the emergency or non-emergency situation. The Telecommunicator II monitors and operates two-way radio equipment to dispatch personnel and equipment as necessary. The Telecommunicator II keeps records as they pertain to public safety communications and other applicable administrative requirements.
- The Telecommunicator II monitors and operates personal computer equipment utilized for Computer Aided Dispatching, identification of stolen property and wanted persons, as well as Police Department records keeping. The Telecommunicator II may be assigned as a Communications Shift leader responsible for the overall communications operations on his/her respective shift, as well as the scheduling, guidance and direction of communications personnel on his/her respective shift

ESSENTIAL FUNCTIONS (Without Accommodations):

- Able to speak and understand English clearly in order to be easily understood over radio and telephone equipment.
- Able to read and write English in order to report on functions performed.
- Able to work a forty (40) hour work week and overtime when necessary.
- Able to work on a shift rotation basis when needed.
- Able to use equipment and/or materials as specified in this job description.
- Able to operate in a stressful situation while handling more than one function, at the same time, quickly, effectively and courteously.
- Able to see and interpret a map in order to assist the public and the police personnel responding to a call.
- Able to see and hear well enough to perform the duties of this job description.
- Able to perform duties, tasks and jobs in a confined work space.
- Able to wear a radio/telephone headset for extended periods of time.
- Able to remain seated at a work station for extended periods of time.
- Able to watch a computer monitor screen for extended periods of time.
- Able to train new staff, under instruction from supervisor

EQUIPMENT TO BE USED:

- Multi-line telephone; multi-channel two-way radio console, personal computer utilizing DOS, Windows and City specific software, FAX. TDD, copy machine, telephone/radio recording equipment.

ENVIRONMENT:

- Communications room is air conditioned and totally enclosed. Adjustable lighting to facilitate comfortable computer operation.

PHYSICAL REQUIREMENT:

Sitting	75%
Standing	10%
Bending/Reaching	10%
Climbing Stairs	5%

DUTIES/TASKS/JOBS:

- May be assigned as a Communications Shift Leader responsible for the following:
 - Guidance and direction of all communications personnel on his/her respective shift,
 - Responsible for the overall communications operation and work quality on his/her respective shift,
 - Conducts inspections and inventories of equipment and supplies as directed by the Communications Division Supervisor on supplies and equipment needed,
 - Performs other administrative functions as assigned,
 - Coordinates with Communications Division Supervisor to establish work schedules for communications personnel,
 - Makes recommendations to the Communications Division Supervisor regarding employee performance evaluations of communications personnel under their leadership,
 - Ensures that resource information is available and current,
 - Ensures that the necessary supplies are available for the shift.
- Receives incoming telephones and determines their nature and either dispatches appropriate personnel/equipment to respond to the emergency or non-emergency, or forwards or refers the caller to the appropriate recipient.
- Keeps track of response personnel/equipment to include their locations and status.
- Coordinates the initial response of mutual aid agencies when necessary.
- Directs field units to the scene of non-emergency as well as emergency calls.
- Monitors the radio traffic of other City of Key West Departments and outside agencies when needed.
- Monitors the Key West Fire Department radio frequencies and dispatches their personnel/equipment as necessary.
- Monitors the Key West Rescue radio frequencies and dispatches their personnel/equipment as necessary.
- Operates computers for Computer Aided Dispatching, identification of stolen property and wanted persons, KWPd records keeping and resource information entry and retrieval.
- Operates FCIC/NCIC terminal software.
- Other tasks/duties as assigned by Communications Supervisor.
- Trains new staff as required, under instruction from supervisor.

REQUIRED KNOWLEDGE/ SKILLS/ ABILITIES/ QUALIFICATIONS:

- Must have a minimum of 2 complete and uninterrupted years in City of Key West - Department of Police Communications Division as a Telecommunicator I; or a minimum of three (3) years as a public safety Telecommunicator with comparable requirements and responsibilities.
- Must be proficient in the use and operation of IBM compatible personal computers, Microsoft Windows 3.11, and MS-DOS 6.0 or higher.
- Must be proficient in the use of Microsoft Word.
- Must be proficient in the use and operation of base station, mobile, and portable 2-way radio equipment.
- Must be able to work rotating shifts when needed.
- Must be able to recognize operational deficiencies and implement appropriate corrective measure.
- If assigned Shift Leader responsibilities, must be able to effectively deal with and resolve personnel conflicts that may arise.
- Must be able to effectively motivate communications personnel on his/her shift.
- Must be able to effectively train personnel.
- Must be able to cope with stressful situations firmly, courteously, and tactfully; establishing and maintaining effective public relations.
- Must be able to enunciate clearly and concisely.
- Must be able to deal effectively with superiors, peers and field units.
- Must have a thorough knowledge of geography of City and surrounding areas.
- Knowledge of Federal and State regulations governing transmissions by radio.
- Must have a basic knowledge of technical internal workings of communications systems.
- Must have, or be able to acquire, a thorough knowledge of and the operation of information systems hardware and software (i.e.: City computer, FCIC/NCIC, HTE CRIMES, HTE CAD, etc).
- Telecommunicator I personnel must have demonstrated thorough knowledge of Key West Police Department and communications Division Directives, and their ability and willingness to comply with and operate within the parameters of these Directives, both written and verbal.
- Must be able to pass electronic deception examination.
- High school graduate or equivalent.
- Must type 20 wpm as certified by the State of Florida Job Service or other state agency.
- Must have no felony convictions nor misdemeanors or convictions involving perjury or false statements.
- Must be able to pass a medical examination, including having normal uncorrected hearing and no speech defect or impairment and a drug analysis.
- Currently have, or be able to receive and maintain FCIC, NCIC EMD and CPR certification.
- Must have a work history which consistently reflects an overall "Satisfactory" (or better) employee performance evaluation.
- Must have a work history which consistently reflects and overall "Satisfactory" (or better) attendance records to include but not limited to punctuality and sick leave.

ACKNOWLEDGMENT

By my signature below, I hereby acknowledge, understand and affirm that, either as part of the pre-employment screening or, post-hire probationary period, a detailed in-person, on-site background investigation will be conducted.

Further, I hereby acknowledge, understand and affirm that, should the above noted background investigation disclose unsatisfactory information, the possibility exists that I may be terminated from further pre-employment consideration or post-hire probationary employment.

Periodically duties, equipment, material, and/or job setting(s), other than those listed, are required and will be considered as part of the regular job while in effect.

The listing of tasks is in no way to be considered a complete listing of all possible tasks, nor is the requirement for an ability or skill a guarantee that the ability or skill is going to be used.

I _____, have read this job description and hereby agree with the above noted "Acknowledgments", that I meet the requirements and qualifications and if hired, can perform these and related duties as assigned. I further affirm that I understand this job description may be amended periodically, as is the right of the City.

Applicant Signature

Date

**THE CITY OF KEY WEST IS AN EQUAL OPPORTUNITY
AFFIRMATIVE ACTION
VETERANS PREFERENCE EMPLOYER
& A DRUG-FREE WORKPLACE**

Apply at:

**City Hall, Office of Human Resources
1302 Flagler Avenue
Key West, FL 33040
Telephone: (305) 809-3714**